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December 29, 1992

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JAN 04 1993

92-266

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JAN 11 1993

To Whom It May Concern:

FCC MAIL ROOM

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

I received the enclosed Newsletter in December from F S N Cable TV.

My Bill went from 33.63 to 53.26, a 66% increase. I was paying \$11.95 for the service and a 2 Premium Package Deal for \$19.90.

The Newsletter states for the "Cable 42" will rise from \$11.95 to \$18.95 and "Cable 62" will increase to \$20.95. Then the newsletter also states either you can get Four Pay Premium Package (HBO, SHOWTIME, CINEMAX and THE MOVIE CHANNEL) for \$19.95 or HBO or SHOWTIME for \$11.95 each, and/or CINEMAX or THE MOVIE CHANNEL for \$9.00 each.

A copy of my bill is enclosed and when I received it I had called to get it reduced and these are the problems that arose. Basically everything I asked them to change they could not do. Although according to the Newsletter they could. Please look at the highlighted points in the Newsletter.

- 1) Change my "Cable 62" for \$20.95 to "Cable 42" for \$18.95.

Answer: NO we are eliminating the "Cable 42"

- 2) I want to return the remote due to \$4.00 Monthly Rental Fee.

Answer: Okay but you will be still need a converter box for \$1.75 for each TV.

- 3) I wanted to change from the 2 Package Deal for \$19.90 to the Four Package deal for \$ 19.95.

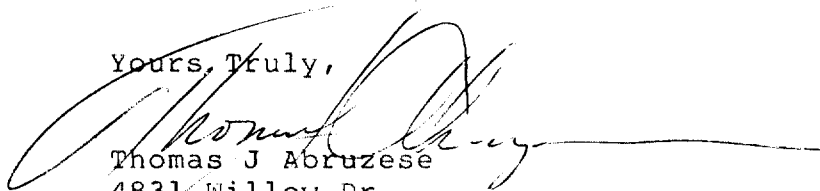
Answer: No because you need the box to run two of the four channels.

I then said I won't watch the two channels just give me the Four package deal.

I was told they could not do that.

I told her to have a manager or supervisor call me back today regarding this and as of 5:30 PM I have not heard a reply.

Yours, Truly,

  
Thomas J. Abruzese  
4831 Willow Dr.  
Land O'Lakes, FL 34639  
948-1080 (Work)  
973-7820 (Home)

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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

F S N CABLE TV  
8949 GALL BLVD  
ZEPHYRHILLS FL 33541-8718

FORWARDING AND ADDRESS  
CORRECTION REQUESTED

DATE DUE  
01/10/93  
FSN OFFICES  
WILL CLOSE AT  
NOON ON THURSDAY  
12/31 AND WILL  
REOPEN ON MONDAY  
JANUARY 4, 1993

06101  
AMOUNT DUE  
53.26

\$

PLEASE RETURN THIS TOP PORTION ONLY, WITH REMITTANCE TO → ... Thank You!

PLEASE INDICATE  
AMOUNT ENCLOSED

000-01-93- 1-5

1

3795 00000 44 F  
15178 1 FP  
THOMAS ABRUZESE  
4831 WILLOW DR  
LAND O'LAKES FL  
34639

F S N CABLE TV  
PO BOX 2266  
ZEPHYRHILLS FL 33539-2266

41502 135109 01 9 5 005326

*Bernice.*

F.S.N. CABLE T.V	ACCOUNT NUMBER	BILLED FROM	BILLED TO	DATE DUE	INCLUDES PAYMENTS RECEIVED BY
	41502-135109-01-9	01/01/93	01/31/93	01/10/93	12/22/92

FOR- 4831 WILLOW DR

12/01 BEGINNING BALANCE 32.55

12/08 PAYMENT-THANK YOU 32.55-

01/01-01/31 MONTHLY BILL

CABLE SERVICE

REMOTE RENTAL

HBO

SHOWTIME

SALES TAX

FRANCHISE TAX

20.95

4.00

11.95

11.95

2.94

1.47

EAST PASCO OFFICE PHONE # 788-7634

CENTRAL PASCO OFFICE PHONE # 949-4208

01/01 ENDING BALANCE 53.26

*38.90*  
*3.50*  
*42.40*  
*42 " Paid "*  
*4 Paid*

*783-1156*

CHANNEL LINEUP CHANGES WILL BE COMPLETED NO LATER THAN JANUARY 15, 1993.  
SEE CHANNEL 2 FOR UP-TO-DATE LINEUP. WE APOLOGIZE FOR ANY INCONVENIENCE.



FOR  
YOUR  
INFORMATION

DOCKET FILE COPY ORIGINAL INFORMATION

A NEWSLETTER FROM YOUR  
HOMETOWN CABLE COMPANY

A MESSAGE FROM THE GENERAL MANAGER

To Our Valued Cable Customer:

Thank you for taking the time to review the contents of this newsletter.

The purpose of this letter is to give you the information you need to enhance your use of the services you receive from us. We are at the beginning of a multi-year improvement program. Our first priority is to make the system less susceptible to storm and power problems. We plan to delete unpopular programs and add programs you have requested. Inside this newsletter is information on the greatest premium channel offer we have ever made. The variety you have demanded is now available at tremendous savings. We have discontinued the pay-per-view system. Next year we will replace it with one that is automated. Finally, we plan to increase the system capacity to 62 channels. This letter gives you an overview of how these plans will impact you.

There are lots of important topics in this letter. Of immediate importance is the adjustment of rates. Since 1988, a limited number of customers have had artificially low cable rates. Service rates will be equalized throughout East and Central Pasco County.

Those of you receiving "Cable 42" with 36 basic cable channels will be adjusted to the same rate structure that is in effect throughout the rest of our franchise area. Your basic monthly fees will rise from \$11.95 to our standard basic rate of \$18.95. For those of you receiving "Cable 62", with 57 basic cable channels, the monthly fee will increase to \$20.95. Other changes may also impact your monthly invoice. Please refer to the price list inside this newsletter. All changes will be effective January 1, 1993.

Although these are significant changes, they are fair. They bring the charges for our services in line with the costs associated with them. Please look over the comparison chart that is enclosed to see that we are remaining competitive in price, quality and quantity of programming as compared to the cable operators serving surrounding county areas.

As a counter to this adjustment of your basic service fees, special arrangements have been made to lower Premium Channel monthly fees. For the twelve months beginning January 1, 1993 all FSN Cable TV customers will be eligible to receive our "Four Pay Pack" for \$19.95 per month. The "Four Pay Pack" consists of: HBO, Showtime, Cinemax and The Movie Channel. You save \$21.95!

There are programming changes. See our chart inside for a revised channel guide. ESPN will not be subject to blackout of all National Football League games. The Sunshine Network, with its Florida news and professional and collegiate sports, was added in November. The Nashville and Turner Networks will soon join the programming lineup. Other channels are being considered.

The majority of you, 85%, are telling us that you do not want to pay additional copyright fees to watch New York Superstation - WOR. It will cease being carried on December 30, 1992. On the same day we will stop carriage of the Sports Tracker and Channel America.

Over the next two years, we will be very busy putting together a state of the art cable system that will solve our most bothersome problems and position us to continue improving our service and programming in our second decade of service in Pasco County. You may expect dramatic improvements in our ability to keep television signal flowing to your home during storm and power fluctuation periods. The ultimate goal will be, if you have electricity in your home you will have cable signal as well.

Before the end of 1993 we plan to introduce a new and better addressable premium and pay-per-view service. After we have dramatically improved our ability to keep high quality signal flowing into your home, we are going to improve the quality and quantity of what you can watch. More about that in future newsletters.

Other 'Got To' read articles inside this newsletter concern how you become eligible for service credit, our telephone system, our Seasonal Customer policy and a complete copy of our revised Price List.

The results of our opinion surveys and the comparison with other cable operations will be posted in both of our offices. If you wish a copy of them for yourself, please send us a self addressed stamped envelope in care of our Marketing Department.

Thank you for allowing us to serve you,

*John J. McQuaid*  
John J. McQuaid  
General Manager

1.75 Box  
equipment chg  
due to want  
more Cinemat

# COMPARISON OF CABLE OFFERINGS

CHANNELS:	FSN CABLE "42"	FSN CABLE "62"	WEST PASCO	HERNANDO	POLK	HILLSBOROUGH	PINELLAS
BROADCAST							
Full Day	9	12	9	11	15	12	13
Part Day			1				
CABLE							
Full Day	25	36	20	17	29	26	22
Part Day	1		4	5		4	4
PREMIUM							
Full Day	5	5	6	5	5	5	5
Part Day							1
PAY-PER VIEW							
Full Day	0	0	0	2	4	3	5
ACCESS							
Full Day	1	4	3	0	0	1	6
Part Day			1	1			1
TOTAL ACTIVE CHANNELS	41	57	41	38	53	49	54
MONTHLY SERVICE FEES							
BROADCAST FEE	\$9.95	\$9.95		\$13.95	\$12.95	\$8.95	free
TOTAL FEE	\$18.95	\$20.95	\$21.35	\$19.60	\$21.60	\$20.95	\$16.95

## PROGRAMMING BY CHANNEL

### CABLE 42" PROGRAMMING

CHANNEL/PROGRAM	CHANNEL/PROGRAM	CHANNEL/PROGRAM	CHANNEL/PROGRAM
2 Local Origination	13 WTVT CH 13 CBS	24 CINEMAX	35 Loc Orig (Day)
3 WEDU CH 3 PBS	14 MTV	25 The Movie Channel	36 Sp Ch - FL (Night)
4 Discovery Channel	15 Home Shopping, I	26 Showtime	37 USA Network
5 WFTS CH 28 FOX	16 Nashville Network	27 Sunshine Network	38 Learning Channel
6 WTOG CH 44 IND	17 Univision	28 Disney Channel	39 Arts & Entertainment
7 WGN Chicago	18 BET	29 Video Hits -1	40 Nicklodeon
8 WFLA CH 8 NBC	19 C-Span	30 Weather Channel	41 TNT
9 WTBS Atlanta	20 TBN	31 CNN	42 Amer Movie Classics
10 WTSP CH 10 ABC	21 Lifetime	32 CNN Headline News	
11 Family Channel	22 Home Shopping, II	33 CNBC	
12 WUSF CH 16 PBS	23 HBO	34 ESPN	

### CABLE 62" PROGRAMMING

CHANNEL/PROGRAM	CHANNEL/PROGRAM	CHANNEL/PROGRAMS	CHANNEL/PROGRAM
2 Local Origination	18 Amer Movie Class	34 ESPN	49 E! TV
3 WEDU CH 3 PBS	19 USA Network	35 Loc Orig (Day)	50 Prevue
4 WTOG CH 44 IND	20 C-Span, I	36 Sports CH-FL (Night)	51 The Comedy Channel
5 WUSF CH 16 PBS	21 Lifetime	37 Sunshine Network	52 Disney Channel
6 WGN Chicago	22 WTBS Atlanta	38 Learning Channel	53 Country Music TV
7 WCLF CH 22 SAT	23 TNT	39 Arts & Entertainment	54 CINEMAX
8 WFLA CH 8 NBC	24 Disney Channel	40 Discovery Channel	55 The Movie Channel
9 WTTA CH 38 IND	25 Nashville Network	41 Nicklodeon	56 Nostalgia
10 WTSP CH 10 ABC	26 CINEMAX	42 BET	57 Univision
11 WFTS CH 28 FOX	27 The Movie Channel	43 EWTN	58 ACTS
12 WTMV CH 32 IND	28 MTV	44 TBN	59 Home Shopping, II
13 WTVT CH 13 CBS	29 Video Hits-1	45 Family Channel	60 QVC - II
14 HBO	30 Weather Channel	46 QVC - I	61 Sports CH - America
15 Government Access	31 CNN	47 Home Shopping, I	
16 SHOWTIME	32 CNN Headline News	48 Travel Channel	
17 Educational Access	33 CNBC		

NOTE: CHANNELS 14, 16, 24, 26, 27, 52, 54, & 55 ARE PREMIUM CHANNELS

## CABLE PRICE LIST

.....Effective January 1, 1993.....

### MONTHLY FEE

#### BROADCAST TELEVISION SERVICE MONTHLY RATE FEES

Broadcast Services ( <i>Channel 2 - 13</i> )	\$9.95*
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#### BASIC CABLE SERVICE MONTHLY FEES

Cable Service "42" ( <i>36 Basic Channels, NO Converter</i> )	\$18.95*
Cable Service "62" ( <i>57 Basic Channels, NO Converter</i> )	\$20.95*
Manual Converter Rental Fee	\$1.75*
Remote Control Converter Rental Fee	\$4.00*
Additional Outlets ( <i>Unlimited</i> ) in Same Residence	\$4.95*

#### PREMIUM CABLE CHANNEL MONTHLY FEES

Four Pay Premium Package <i>Includes: HBO, SHOWTIME, CINEMAX, THE MOVIE CHANNEL</i>	\$19.95*
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#### A LA CARTE:

HBO	\$11.95*
SHOWTIME	\$11.95*
CINEMAX	\$9.00*
THE MOVIE CHANNEL	\$9.00*
THE DISNEY CHANNEL( <i>Special Offer Until Dec. 31, 1993</i> )	\$4.95*

#### SERVICE CHARGES

Change Premium Service	
Office Equipment Exchange and Service Charge	\$5.00*
Residence Equipment Exchange and Service Charge	\$17.50*

#### Installation

Primary Outlet Install	\$34.95*
Install Up to Three Additional Outlets	\$17.50*
Activate Up To Three Additional Outlets	\$10.00*
Install Cable Through Interior Wall, Per Outlet	\$30.00*

Reconnect Cable Service Within Same Year of Disconnect	\$24.95*
Seasonal "Telephone Check" Reconnection Charge	\$12.95*
Late Fee	\$2.50*

Technician Service Charge or Transfer in Area Fee	\$17.50*
Relocate Outlet Charge	\$17.50*
Collection Service Fee or Returned Check Charge	\$25.00*
Reconnection After Disconnection For Non Payment	\$49.95*

Lost or Damaged Converter	Up to \$250*
Lost or Damaged Premium Channel Descrambler	Up to \$250*

## PREMIUM CHANNEL SPECIAL OFFER

We have negotiated a special discounting of our premium channel offerings. The savings are being passed on to you !! You can receive HBO, SHOWTIME, CINEMAX and THE MOVIE CHANNEL for only \$19.95\* a month. Purchased separately they would total \$41.90\*. That is a savings of \$21.95 or 52%. These prices are guaranteed until December 31, 1993. You will need a cable converter to get this package, you can provide your own or rent one from us for as low as \$1.75\* per month.



\*—Plus Sales Tax & Franchise Fee, Zephyrhills + 11%, All Others 9%.

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## CREDIT POLICY

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1. **Credits For Four Hour Outages.** A one day cost of service credit will be applied to your account only upon request. You are eligible if you have experienced a loss of all cable signal for four consecutive hours or more in a twenty-four hour period.
2. **Credit For Missed Installation or Service Call.** A Ten Dollar Credit will be applied to your account if FSN Cable TV personnel do not arrive for installation or service calls within the four hour time frame we promised.
3. **To receive credit a customer must call FSN Cable TV within 48 hours of the credit issue incident.** You will be given a confirmation number when the credit incident is verified.

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## SEASONAL CUSTOMER OPTIONS

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1. A seasonal cable customer is a resident subscribing to FSN Cable TV regular service (not a bulk account participant) who will not be occupying their residence for a period of more than 60 consecutive days and does not wish to continue cable service and payments during this absence.
2. As a seasonal customer you have the following options.
  - A. **Place service in "Seasonal Disconnect Status".** This option stops the monthly service charges from the day of departure until the day of return. All rented equipment must be returned to one of our cable offices. We continue to hold any deposits. When you return you may, by appointment, request that cable service be reconnected and pick up the rental equipment. Each time you exercise this option you will be charged \$24.95\*, when your cable service is restored.
  - B. **Place your service in "Seasonal Disconnect Status - Telephone Check".** If you place your telephone service in a "Seasonal Mode" you qualify for this option. This option stops your monthly service charges from the day you leave until you return. You must notify us, in advance, that you intend to use this option and you must return any rented cable equipment to one of our cable offices. We continue to hold any deposits. If your telephone is still in Seasonal Status (does not answer) we assume you have not returned. If your telephone does ring or you answer, we will begin charging you for service. We will call your Florida residence every month to verify that you are still absent. Your monthly service charges begin when you notify us of your return OR from the first day of the month in which your telephone is restored to regular service. When you return, you pick up the rental equipment. Each time you exercise this option you will be charged \$12.95\* when your cable is restored. Please do not contact your telephone company. They cannot start or stop your cable service.
  - C. **Your "Other" Cable Company Option.** If you have cable in your non Pasco County home, we will honor the seasonal policy of that cable company. You may use either option A or B above, whichever applies to your situation. When you return to Pasco County and restore your cable service, bring us your "Other" cable company bill or documentation which clearly indicates what you paid for disconnecting and/or restoring cable service on their cable system. We will recognize and honor their rates or charges.
  - D. **Equipment Pickup or Delivery.** If you use option B or C and want us to pick up or deliver your rented equipment, you need only to call and set up an appointment. The separate charge for "Pick Up" of equipment when you depart or delivery when you return is \$17.50\*. per trip.
  - E. If you choose to use one of the seasonal options please notify us in advance and be prepared to give us your estimated dates of departure and return and the address and telephone number where we can reach you when you are in seasonal status.

\*= Plus Sales Tax and Franchise Fees.

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## COMMUNITY BULLETIN BOARD

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This service is available at no cost to all FSN Cable TV subscribers who wish to advertise personal items for sale, yard sale dates and congratulatory wishes. Businesses may use it to advertise their products or services for a very minimal fee. Various rules and restrictions may apply.

Programming for the week is done on Tuesday. Ads must be in by 5:00 pm Monday. Ads called in after Monday will be programmed the following week. To place an ad or for more information call 788-7634, extension 3010.

Dan Mindler

2 River Road, Apt #24

Highland Park, NJ 08854

908 846-6947

December 30, 1992

FCC  
1919 M St. NorthWest  
Washington, DC  
20554

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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Dear Sirs/Madams:

For the past year, I've been tracking with great interest the legislation enacted by the U.S. Congress in order to bring under control the upwards spiralling costs of cable TV rates. I was relieved to see that our government was finally taking a proactive stance in dealing with, what I believe to be, a greedy monopolistic service which cares little about a consumer who has no options when purchasing cable television service.

I must thank our legislators for passing these long overdue regulations.

Unfortunately, my cable company (TKR Cable) is passing on to the consumer another rate increase before the new Cable TV law becomes effective. Briefly, I've had TKR Cable service at my current address since 1989. Over the past 3.5 years, my cable rate has increased an unbelievable 58% (from \$13.75 in 1989, to the new rate effective 2/93 of \$21.70). I am speaking specifically about the same level of service over this time period: TKR has conveniently renamed services so a *basic* rate is in fact less expensive - but that would be comparing apples to oranges.

End Of Year	Monthly Rate	Monthly Rate Increase	% Change
1989	\$13.75		
1990	\$16.95	\$3.20	23%
1991	\$18.95	\$2.00	12%
1992	\$20.50	\$1.55	8%
1993	\$21.70	\$1.20	6%
TOTAL		\$7.95	58%

I find this latest increase insulting: an attempt by TKR to get in an extra buck before the cable industry is re-regulated.

As a consumer, I do not mind paying for a high quality service; but when a service is only satisfactory, and I am no longer left with means of obtaining service from alternate sources, *I must protest!*

I also think TKR's charge for 'Transaction Fee' (\$5.00) is unwarranted and unreasonable (a transaction is defined as any change to your current level of service). The phone company does not charge for dropping any service, such as call waiting. Speaking of the phone company, when will they be allowed to offer cable TV services? If the phone company offered Cable TV services today, I would switch to them immediately, even if their services were a bit more costly. I've moved many times over the past 6 years in the immediate area, and each time the phone

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company's service has been outstanding, while TKR's service has been at best frustrating. As a consumer, I deserve the same level of service from the Cable Company as I receive from other service companies: especially when their rates are that much higher (again, as comparing my local phone rate to cable rate).

In closing, I would again like to stress what I believe to be unfair pricing by the TKR Cable Company. If I must be forced to pay these prices for Cable TV services, then *I want more than one Cable company to choose from.*

If only I could have forced my employer to give me a 58% pay increase over the past 3.5 years - I probably wouldn't even be writing this letter, since I would have more than enough money to pay for these unreasonable rate increases...

Thank you,

A handwritten signature in cursive script that reads "Dan Mindler". The signature is written in black ink and is positioned above the printed name.

Dan Mindler